

DPHHS eligibility hotline (1-855-415-5558)

DPHHS established a temporary hotline in December 2012 to respond to client questions during initial CHIMES EA implementation. Callers leave messages and DPHHS staff research client needs, return calls, and work cases as needed. The following parties were notified of the eligibility hotline.

- Governor's Constituent Office
- DPHHS Director's Office
- OPA's (Human & Community Services Division). All Office's of Public Assistance statewide received the information about the toll free number and placed posters on front doors.
- On DPHHS website. 'Montana Hotline Phone Numbers'
<http://www.dphhs.mt.gov/contactus/hotlinenumbers.shtml> and at the page 'Montana Medicaid Provider Information' <http://medicaidprovider.hhs.mt.gov/>
- Claim Jumper Newsletter to Medicaid Providers (Health Resources Division).
- Health Improvement Program (Health Resources Division). Distributed to the Health Improvement Program's 14 health centers, including 34 nurses.
- Pharmacies (Health Resources Division). Posted on website.
<http://medicaidprovider.hhs.mt.gov/providerpages/providertype/19.shtml>
- USDA Food and Nutrition Services, Mountain Plains Region (federal SNAP office)

